

Docket No. SA-537

Exhibit No. 6-F

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Attachment 5 – Passenger Questionnaires

(161 Pages)

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions. Thank you for your assistance in this investigation.**

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☒ Video ☒ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☐ 50% ☒ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: There were no flight attendants, no lights to follow towards the exit and no slide to exit out of the exit door. Our situation seemed outside a standard evacuation process.

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☒ Yes ☐ No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☒ Yes ☐ No

Explain: knew where emergency exit doors were and to move away from the plane if there was smoke/fire.

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

Not really, had arms on armrest, sitting straight up, feet flat - there was not much warning.

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☐ Other, please _____

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☒ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☐ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☒ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☐ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☐ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☒ As I left my seat ☐ As I traveled down the aisle
☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☒ It was the only available exit
☒ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit
☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☐ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☒ Yes ☐ No

If yes, explain Initial choose to walk towards the back of the plane, but my husband saw too many wires/metal hanging down, so we changed directions and headed to the side exit.

32. If you used an over-wing exit, how did you get off the wing? belly of the plane was sheared up so we could climb down.

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☐ Yes ☒ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☐ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☐ Other _____

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☒ Yes ☐ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☐ No ☒ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☐ No If yes, describe

Don't remember

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☒ Yes ☐ No

If yes, explain why they were moving slowly.

Man was blocking exit door because he was trying to take his suitcase
down the side of the plane with him.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☒ Spouse ☐ Baby (Under 2 yrs.) ☒ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☒ No

56. Were you seated with your companion(s)?

☐ Yes ☒ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☒ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☒ Broken cabin interior ☐ Overhead bins ☐ Curtains ☐ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall
64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No
65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall
67. At the time, did you know why an evacuation was necessary?
☒ Yes ☐ No
68. Did the flight attendants give you any instructions just prior to the evacuation?
☐ Yes ☒ No ☐ Not enough time ☐ Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☐ Yes ☐ No ☒ Not enough time ☐ Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing
71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?
☒ Yes ☐ No **If no skip to item 74**

73. Why did you remove your shoes?
☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☒ Other fell off during the crash
74. How did the crew aid in your evacuation? (Check all that apply)
☒ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?
☐ Yes ☒ No
If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?
☒ Yes ☐ No
- If yes, describe the injuries, how they occurred and the effect they had on your evacuation
Fractured spine injury = burn to knee
3 Fractured Ribs bruising and abrasions to heel
No effect on evacuation, adrenaline got me off the plane.

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☐ Arm ☒ Back ☐ Face ☐ Head ☒ Other Ribs, heel, knee

80. Description of injuries suffered? (Check all that apply)

☒ Sprain ☒ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain
☐ Burn ☒ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation
☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital? yes, Kaiser Permanente SF

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.
husband, laceration to his knee.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 37D

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 36

86. Height 5' 6"

87. Weight 169

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☐ Yes ☒ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☐ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

94. How often do you travel by air? ☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☒ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Commercial Pilot ☐ Private Pilot ☐ Student Pilot ☒ None
☐ Other

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

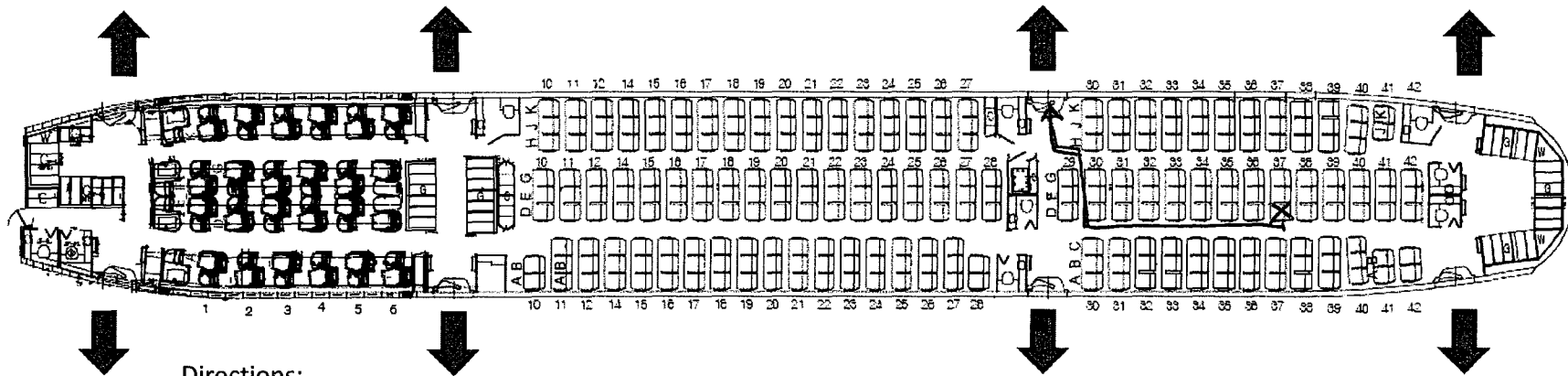
This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 37D

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☐ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☐ 50% ☒ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☒ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☐ Heard every word ☐ Some words difficult to hear ☒ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: If I would have put my gas mask on like it instructed me to do
I would have been stationary instead of moving towards the exit...

7. ☒ Did anyone tell you listening to the pre-flight safety presentation was important?

☒ Yes ☐ No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. ☒ Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: Not really. You just don't really think about it when everything has
g11 gone to pieces. In hindsight, my instincts were far more helpful.

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

There was NO warning at g11.

13. Did you brace for impact? (Describe position)

NO. I was reading a book when we hit, while we were
crashing I was just trying to hold on & stay in position.
Thank God for seatbelts!

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please NO choice, no time for

choise? There was NO choice. All you can do in this
situation is react.
thought.

Emergency Exits

15. ☒ When did you look for the emergency exit(s) closest to your seat?

☒ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation

☒ During the evacuation

You will forget this during the crash.

16. ☒ Where did you look for an exit? (Check all that apply)

☒ In front of me ☒ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☒ No

I do know them. But I did not read them this trip.

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☐ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☒ As I left my seat ☐ As I traveled down the aisle
☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit
☐ The other exit was blocked ☐ I followed other passengers ☒ It was the closest exit
☐ Other _____

I believed this at the time... I think the number of people standing influenced my decision. Lines make more difference than distance.

27. Were you directed away from a specific exit?

☒ Yes ☐ No

28. Were you directed toward a specific exit?

☒ Yes ☐ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☒ Yes ☐ No

If yes, explain

When I got to the exit I chose, the flight attendant pointed vigorously behind me to a far away exit with a shorter line. Since it looked faster I went to the far away exit with the really short line.

32. If you used an over-wing exit, how did you get off the wing? _____

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☐ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

None of the ones I took!

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☐ Under seat ☒ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other *took out the plane with me.*

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☒ Yes ☒ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☐ No ☒ Don't know

I didn't waste time gathering my own carry on I could have evacuated faster. However I could not have evacuated faster because I got my carry on before my brain started working. I don't think anyone had the presence of mind to tell people not to do this!

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

If I didn't waste time gathering my own carry on I could have evacuated faster. However I could not have evacuated faster because I got my carry on before my brain started working. I don't think anyone had the presence of mind to tell people not to do this!
Started working. Rationally for other passengers.
The second I settled my bag over my shoulder my brain started working like it was kick start action by having my things.

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

I didn't see any in my area.

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

The line was stalled!

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☒ Yes ☐ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

a coworker

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☒ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No

56. Were you seated with your companion(s)?

☐ Yes ☒ No

57. Did you evacuate with your traveling companion(s)?

☐ Yes ☒ No

we were not seated near each other.

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

It didn't hurt, even though I'm really tall.

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

It is good to be young.

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☒ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

I had that seat belt off & my carry on before I could even think of it.

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

It was blazingly obvious.

67. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ No

We had obviously just crashed.

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☒ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☐ Yes ☒ No ☒ Not enough time ☐ Can't recall

No, we just started evacuating.

70. Did you hear the flight attendants giving instructions during the evacuation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

I didn't see anyone giving instructions until I got near an exit.

71. Describe the flight attendants' instructions?

frantic hand gestures.

72. Did you remove your shoes during the evacuation?

☒ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other

74. How did the crew aid in your evacuation? (Check all that apply)

☐ No aid ☒ Indicated the exits in use ☐ Shouted instructions ☒ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other

maybe others but this was all I saw.

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

Jammed my hands (left) against the seat in front. Sprained it. Also knicked my left elbow. Hit my knees against the seat in front of me. engine legs hurt while carrying but I just shrugged it off with all the commotion.

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☒ Arm ☐ Back ☐ Face ☐ Head ☒ Other Hand, neck, knees,

80. Description of injuries suffered? (Check all that apply)

☒ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain
☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation
☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital?

Not immediately. Went to ER next morning when my hand pain felt much worse. Drove myself (one handed) to Regional Medical Center of San Jose.

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

Yes. A woman lying in someone's lap not responding / conscious. Emergency responders were ~~not~~ standing around not really doing anything...

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 17C

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 30

86. Height 6'2"

87. Weight 165

88. Gender

☒ Male ☐ Female

89. ☒ Do you wear corrective lenses?

☒ Yes ☐ No

90. ☒ Were you wearing your corrective lenses during this flight?

☒ Yes ☐ No

91. ☒ Did you lose your corrective lenses during the event that caused the evacuation?

☒ Yes ☐ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. ☒ Prior to departure, was your ability to evacuate affected by any of the following:

☒ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

No Glasses + White Smoke = NO VISIBILITY

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☒ 3 to 6 flights per year
☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

I should have listened to the EMT that told me to go to the hospital. I thought that since nothing was broken that I would be alright. I thought that I should let other people who were more injured go first (& I should) But at some point I should have let them take me to the hospital.

Getting Bags can slow things down, but what really slows things down is getting yourself under control. After getting bags, taking them off is the best thing. leaving them in the aisle is really bad. wasting more time to put them back is far worse than taking them with you.

No amount of safety literature or briefings will help, when the time comes you need the BODY to remember what to do not the mind. Passengers should practice evaluations.

and Flight attendants & pilots & Emergency response people.

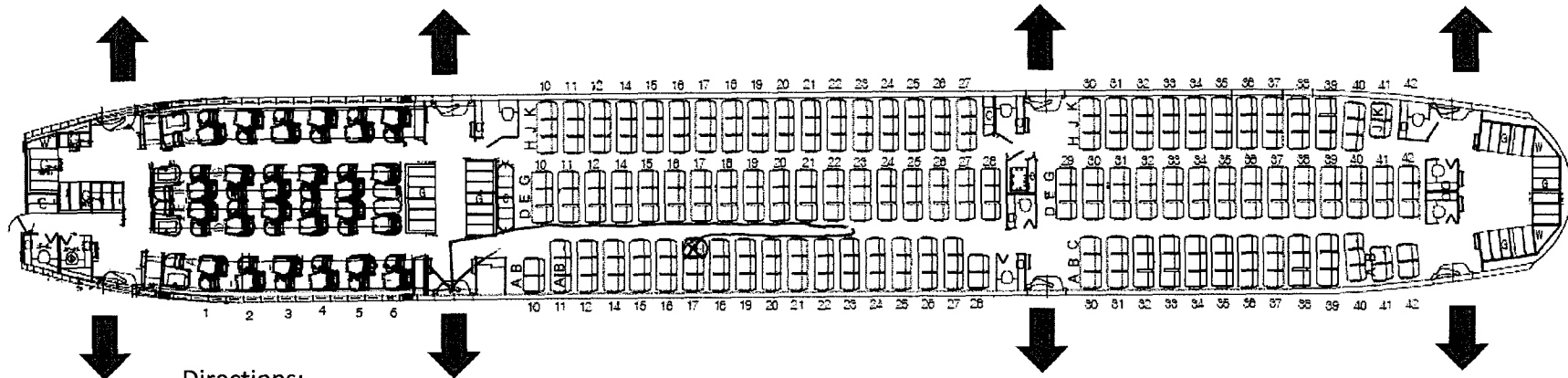
OMB Control # 3147-0024 Exp. 2/28/2014

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 17C

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions.** Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☒ Video ☒ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☒ 75% ☐ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☒ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: most people were too stunned to follow the procedures.

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain:

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand

☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: most people were too stunned to follow procedures

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

N/A

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

yes, grabbed sides of chair

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me

☐ Previous knowledge ☒ Other, please instinct

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☐ During the pre-flight briefing ☒ After the preflight briefing but before the evacuation
☐ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☒ Behind me ☒ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☒ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle

☒ Other that was the only exit open

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☒ I was directed by cabin staff ☒ It was the only available exit

☒ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☒ Yes ☐ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☒ Yes ☐ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? N/A

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☐ Yes ☒ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☐ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☐ Other _____

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☐ No ☒ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☐ No ☒ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other Parents

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No

56. Were you seated with your companion(s)?

☐ Yes ☒ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☐ Personal Decision ☒ Can't recall

67. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

71. Describe the flight attendants' instructions?

Go out this door! Go! Go!

72. Did you remove your shoes during the evacuation?

☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)

☐ No aid ☐ Indicated the exits in use ☒ Shouted instructions ☒ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☒ Opening exits ☐ Other _____

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries **during** the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

bruise on mid left thigh; no effect on evacuation

78. Did you sustain any injuries **after** the evacuation?

☒ Yes ☐ No

If yes, describe the injuries and how they occurred

ripped toenail; occurred from ~~running through the aisle~~ sliding down emergency slide
stiff neck

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☒ Other neck

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain
☐ Burn ☒ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation
☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital? ambulance; Stanford Hospital

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

injured ~~passenger~~ flight attendant on ground being assisted by two passengers

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 2E

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 14

86. Height 5' 3 1/2"

87. Weight 124

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☒ Yes ☐ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☒ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☒ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☒ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

There ~~was~~ were no instructions or warnings given prior to crash.

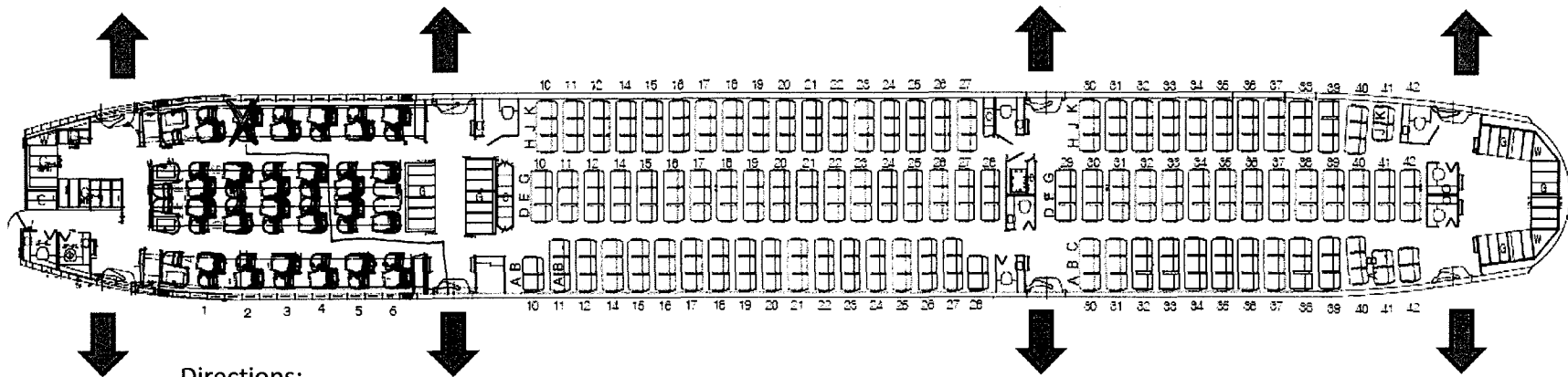
OMB Control # 3147-0024 Exp. 2/28/2014

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 2E ...

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

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If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☐ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☒ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: I knew what to do. No announcement after crashing
Took too long to have emergency door open

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☐ No

Explain:

Don't Remember

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand

☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☒ Yes ☐ No

Explain:

from previous 777 flights

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

None

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

*No - too fast and sudden to react
did try to hold my head with my hands, but too
much force to hold on*

14. Why did you choose this position?

☐ Flight attendant instruction

☐ Looked at safety briefing card

☐ Copied people around me

☒ Previous knowledge

☐ Other, please _____

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☒ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation

☐ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☒ Behind me ☒ Left of me ☒ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☒ Yes ☐ No

in previous flight of >>>

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☒ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle

☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☒ It was the only available exit

☒ The other exit was blocked ☐ I followed other passengers ☒ It was the closest exit

☒ Other *This is the first one opened*

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☐ Yes ☐ No

N/A - No instructions were given

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? _____

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☐ one bag ☒ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☐ Yes ☒ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other Nothing

39. Where were the items stored?

☐ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☐ Other _____

41. Did other passengers attempt to take carry-on items?

☐ Yes ☐ No ☒ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☐ No ☒ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☐ No ☒ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☒ Yes ☐ No

If yes, describe I was watching the emergency exits, but it took forever to open

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☒ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other daughter, 14

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No

56. Were you seated with your companion(s)?

☒ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☒ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☒ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☒ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ No *Smoke came out, worried about fire*

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

71. Describe the flight attendants' instructions?
No instructions were given

72. Did you remove your shoes during the evacuation?

☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)

☒ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits

☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☒ Yes ☐ No

If yes, describe the injuries and how they occurred

neck and back pain

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☐ Leg ☐ Arm ☒ Back ☐ Face ☐ Head ☒ Other neck

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain
☐ Burn ☐ Abrasions (Lacerations & Bruises) ☒ Smoke inhalation
☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital? St. Mary's

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 5D

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 52

86. Height 5'10"

87. Weight 130

88. Gender

☒ Male ☐ Female

89. Do you wear corrective lenses?

☒ Yes ☐ No

90. Were you wearing your corrective lenses during this flight?

☒ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☒ Yes ☐ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☒ Yes ☐ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☒ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☒ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

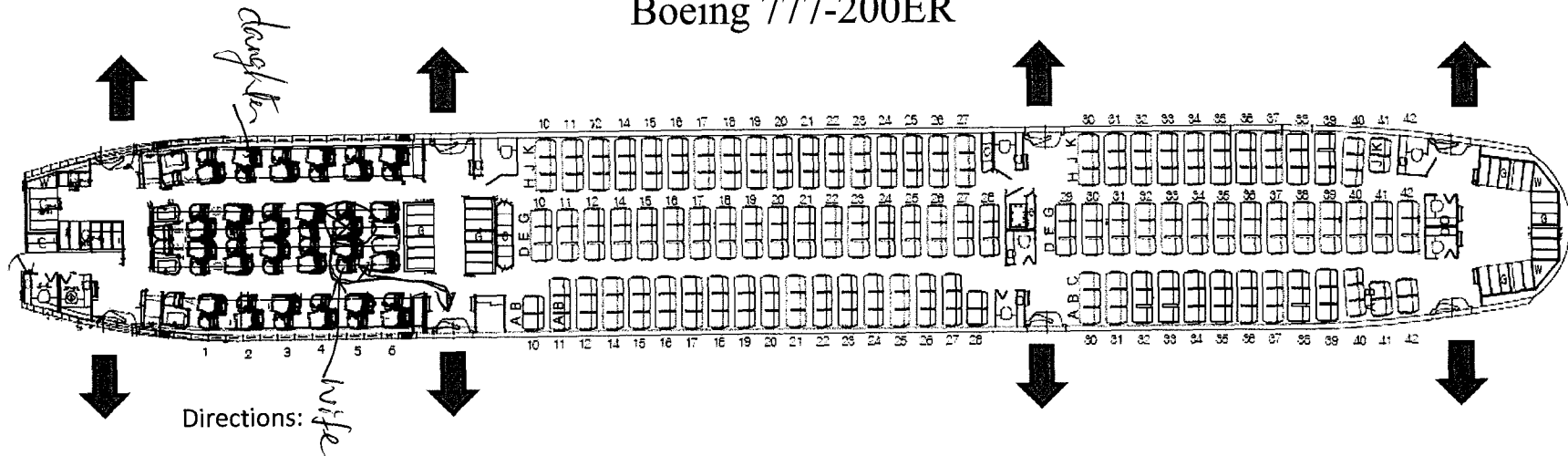
This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 5D

Example: 24D

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions. Thank you for your assistance in this investigation.**

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☒ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person

☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long

☒ Other *Had plane w/ Airman on way to Korea and watched whole presentation*

4. How well could you hear the presentation?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain: I don't remember

8. When did you read the safety instruction card in the seatback in front of you?

☒ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☐ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☐ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

I braced my seat and attempted to protect my mom.

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please natural reaction

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☒ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☒ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☐ Behind me ☒ Left of me ☒ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No If no skip to item 20

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No If no, skip to item 24

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☐ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☒ As I left my seat ☐ As I traveled down the aisle
☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☒ It was the only available exit
☐ The other exit was blocked ☒ I followed other passengers ☒ It was the closest exit
☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☒ Yes ☐ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing?

I slid off the wing

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☐ one bag ☒ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☒ Money/wallet/credit cards ☒ Car/House key ☐ Clothes ☒ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☒ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other I lost them w/me

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☐ No ☒ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☒ Yes ☐ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☒ Yes ☐ No

If yes, explain why they were moving slowly

A couple w/ two children in front that I waited for them to exit

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No If no skip to item 58

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other *Mother*

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☒ No

56. Were you seated with your companion(s)?

☒ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?

☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)

☒ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

And I just know

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☒ Wrist ☐ Ankle ☐ Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☒ Other *My side/thorax*

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain

☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation

☐ Other

81. Were you transported to a hospital? If yes, how and which

hospital? *Yes, SF General, by ambulance*

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

I saw many injured passengers all over the plane

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.

The doors are indicated by large arrows.

83. Seat Number *31C*

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age *23*

86. Height

87. Weight

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☒ Yes ☐ No

90. Were you wearing your corrective lenses during this flight?

☒ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☒ Yes ☐ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

☐ First flight ☒ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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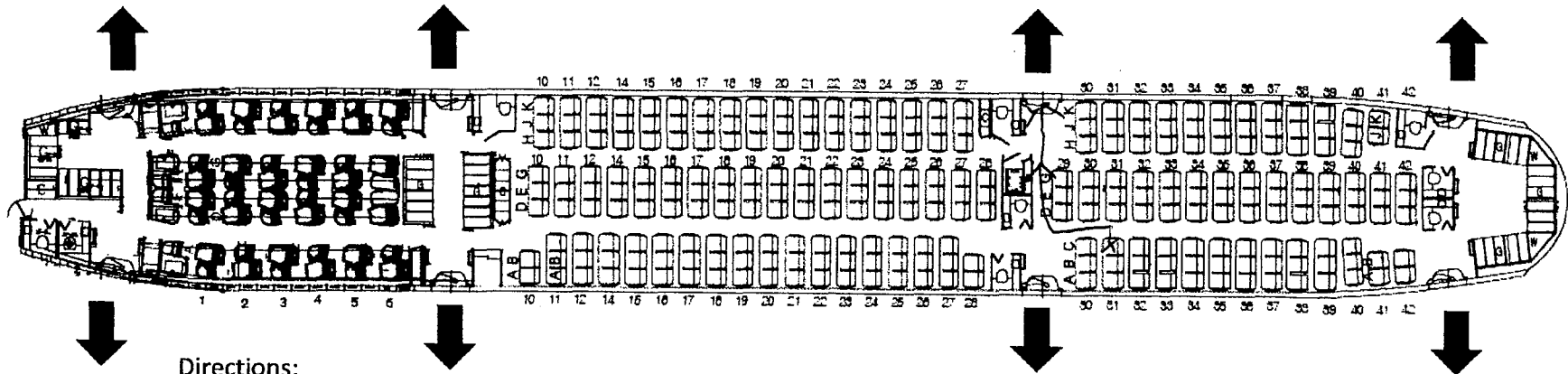
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Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: _____

Example: 24D

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions. Thank you for your assistance in this investigation.**

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☒ All ☐ 75% ☐ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☐ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain: I don't remember

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☒ In-flight ☐ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☐ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please natural reaction

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☒ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☒ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☐ Behind me ☒ Left of me ☒ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No If no skip to item 20

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☐ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☒ As I left my seat ☐ As I traveled down the aisle

☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☒ The other exit was blocked ☒ I followed other passengers ☒ It was the closest exit

☐ Other It was the only exit I saw

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☒ Yes ☐ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? Jumped off.

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☒ No ☐ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☒ Clothes ☐ Camera ☒ Computer
☐ Job related items ☒ Sentimental items ☒ Other Gift

39. Where were the items stored?

☐ Under seat ☒ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other I took them with me.

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☐ No ☒ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☒ Yes ☐ No

48. Did you get pushed?

☒ Yes ☐ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other Mother

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☒ No

56. Were you seated with your companion(s)?

☒ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☒ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?

☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)

☒ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

I don't know

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☒ Arm ☒ Back ☒ Face ☐ Head ☒ Other

electro shock

Bruising

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain

☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation

☐ Other _____

81. Were you transported to a hospital? If yes, how and which

hospital? SF General by Ambulance

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

I saw many injured passengers

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.

The doors are indicated by large arrows.

83. Seat Number

31A

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age

11

86. Height

87. Weight

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☒ Yes ☐ No

90. Were you wearing your corrective lenses during this flight?

☒ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other

94. How often do you travel by air?

☐ First flight ☒ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic☐ Other ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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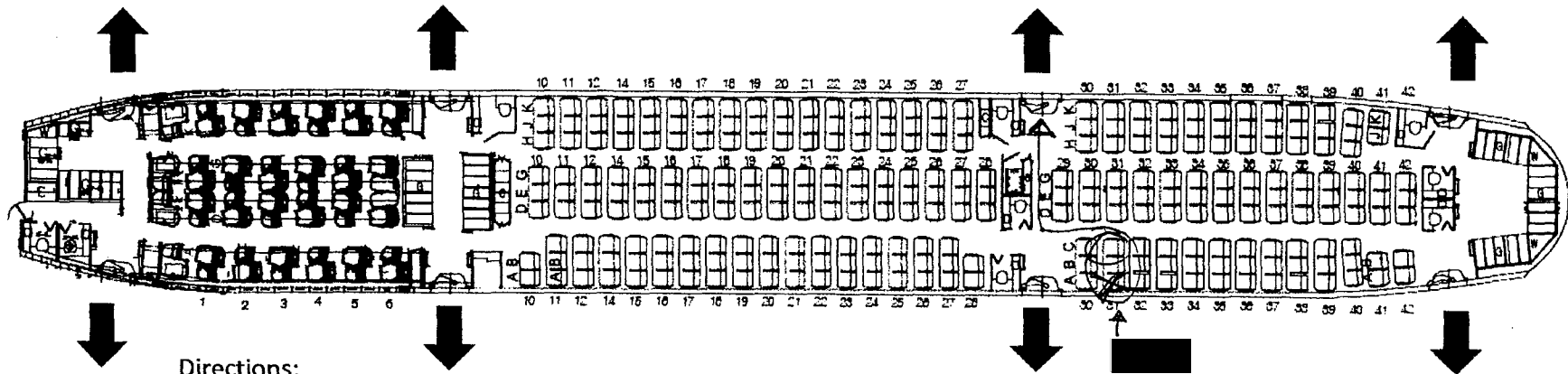
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Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: _____

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

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If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☒ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☒ No

(if No, what is your primary language? fluent in both English & Chinese)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

No- Did not have time to brace for impact. There was no warning at all before the accident landing.

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☐ Other, please _____

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☐ During the pre-flight briefing ☒ After the preflight briefing but before the evacuation
☐ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☐ In front of me ☒ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☒ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle

☒ Other when exit door was open

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☒ It was the only available exit

☐ The other exit was blocked ☐ I followed other passengers ☒ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☐ Yes ☒ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? _____

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☐ one bag ☐ 2 bags ☐ 3 bags ☒ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☒ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☒ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other *The carry-on bags likely burned with aircraft. I carried my purse with me during evacuation*

41. Did other passengers attempt to take carry-on items?

☐ Yes ☐ No ☒ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☐ No ☒ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☐ No ☒ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☒ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other 14 years old child

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☒ No

56. Were you seated with your companion(s)?

☒ Yes ☒ No I sat with my husband, my daughter was seated several rows front.

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above

☒ Other We waited in seats wondering why exit door was not open.

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☐ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☒ No ☐ Can't recall

I un-buckled the seat belt when airplane complete stopped.

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

71. Describe the flight attendants' instructions?

Since the 1st landing (tail hit the wall I later learned) until my evacuation I did not hear anything by attendants nor pilots.

72. Did you remove your shoes during the evacuation?

☐ Yes ☒ No **If no skip to item 74**

one of but I lost my shoes (slippers) during landing

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)

☒ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits

☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

leg and neck. The landing had such tremendous force that it pushed me up, down and to left side of seat. The injuries did not effect me to the evacuation.

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☐ Other neck

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☒ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain

☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation

☒ Other damage dick between neck spine, bruises all over my left leg.
I have tinnitus since the aircraft accident.

81. Were you transported to a hospital? If yes, how and which

hospital? Yes. By ambulance to Stanford Hospital in Palo Alto.

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

I only saw other passengers in airport lawn after the evacuation.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.

The doors are indicated by large arrows.

83. Seat Number

I changed seat with my daughter when we board airplane.

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age

50

86. Height

5'2"

87. Weight

120 lbs

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☐ Yes ☒ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☒ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☒ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

When the airplane stopped, the exit door was not open for quite a while. Otherwise I would leave airplane sooner.

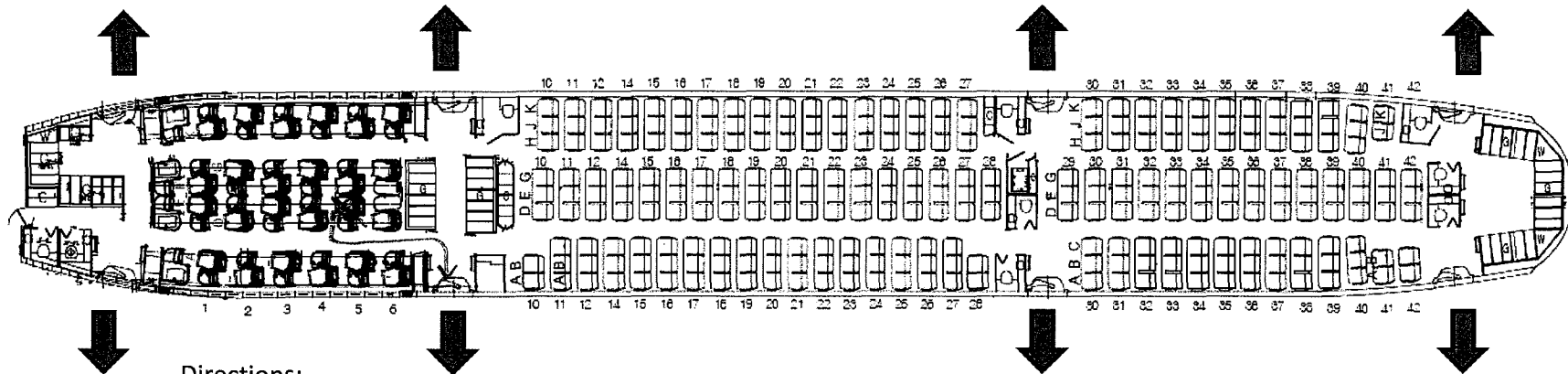
This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or printed text on the page.

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 5C?

Example: 24D

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions. Thank you for your assistance in this investigation.**

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☒ All ☐ 75% ☐ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☐ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☐ Heard every word ☒ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☐ Yes ☒ No

(if No, what is your primary language? Korean)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☐ No

Explain: I don't remember

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☒ In-flight ☐ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☐ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

I put my arms around my daughter, [REDACTED]

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please mother instinct

Emergency Exit

15. When did you look for the emergency exit(s) closest to your seat?

☒ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☒ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☐ Behind me ☒ Left of me ☒ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No If no skip to item 20

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☐ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☒ As I left my seat ☐ As I traveled down the aisle

☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☒ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☒ Yes ☐ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? I jumped

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☒ No ☐ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☒ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other passport

39. Where were the items stored?

☒ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other I took them with me

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☒ Yes ☐ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☒ Yes ☐ No

48. Did you get pushed?

☒ Yes ☐ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other children

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☒ No

56. Were you seated with your companion(s)?

☒ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☒ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?

☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☐ Heard nothing

71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?

☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)

☒ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

The impact

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☐ No

If yes, describe the injuries and how they occurred

I don't know

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☐ Leg ☐ Arm ☒ Back ☒ Face ☐ Head ☒ Other chest/side

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain

☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation

☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital? SF general by ambulance

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

I saw many injured passengers.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.

The doors are indicated by large arrows.

83. Seat Number 31B

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 52

86. Height _____

87. Weight _____

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☒ Yes ☐ No

90. Were you wearing your corrective lenses during this flight?

☒ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☒ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☒ Injury or recent surgery

☐ Other

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☒ 1 to 2 flights per year ☐ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Commercial + not ☐ Private + not ☐ Ig
☐ Other ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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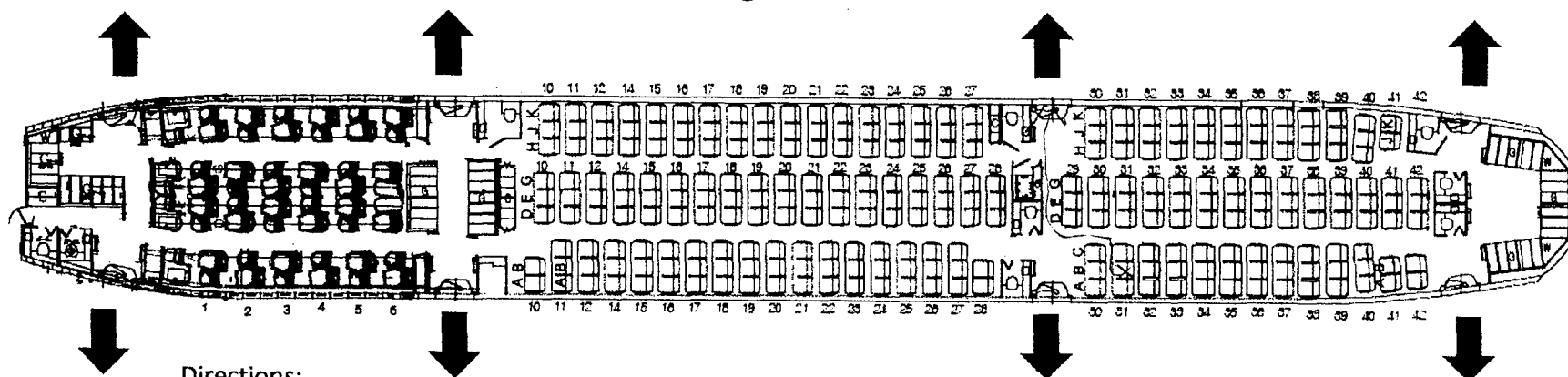
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Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 31 B

Example: 24D

National Transportation Safety Board
Washington D.C. 20594

PASSENGER QUESTIONNAIRE

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If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☐ Video ☐ Audio *Don't Remember*

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☐ 50% ☐ 25% ☐ None *N/A*

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply). *N/A*

☐ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____ *4*

4. How well could you hear the presentation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear *N/A*

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☐ No

Explain: *see item number 1*

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☐ No

Explain: see item number 1

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☐ Did not read I do not remember
If you read the safety card skip to item 10

9. Why did you not read the safety card?

☐ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☐ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

The impact was a complete surprise and after the impact I imagine I stabilized myself as anyone would.

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please see item 13

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☐ During the evacuation ☒ I'm not sure when, but it was before the evacuation.

16. Where did you look for an exit? (Check all that apply)

☐ In front of me ☐ Behind me ☐ Left of me ☐ Right of me
☒ I looked all around.

17. Were you seated in an emergency exit row?

☐ Yes ☒ No If no skip to item 20

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No If no, skip to item 24

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☐ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle

☒ Other as others started to move

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☐ Yes ☐ No N/A

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? N/A

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse: <u>Backpack</u>	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer

☐ Job related items ☐ Sentimental items ☒ Other Because there was no movement for over a minute it was easy to pick up my backpack and it didn't get in the way.

39. Where were the items stored?

☒ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other _____

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☒ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☒ Yes ☐ No

If yes, describe There was no exit for over a minute and I think that people gathered in front of the exit.

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☒ Yes ☐ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

There was general panic

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other *Significant other*

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No *N/A*

56. Were you seated with your companion(s)?

☒ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☐ None of the above

☒ Other *once the doors were opened (after more than an minute) the passengers exited quickly*

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☒ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Evacuation

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?
☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?
☒ Yes ☐ No ☐ Not enough time ☐ Can't recall

Said to stay in my seat.

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

71. Describe the flight attendants' instructions?
N/A

72. Did you remove your shoes during the evacuation?
☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?
☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)
☐ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☒ Other *I didn't see*

75. Did the crew assign you any duties?
☐ Yes ☒ No
If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?
☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

*Left side of my body including left foot, knee, and rib and
whole body was jolted and impacted by the crash*

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☒ Other See item 76

80. Description of injuries suffered? (Check all that apply)

☒ Sprain ☒ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain

☐ Burn ☒ Abrasions (Lacerations & Bruises) ☒ Smoke inhalation

☒ Other My whole body was impacted by the crash

81. Were you transported to a hospital? If yes, how and which

hospital? Yes, by ambulance, to Stanford Hospital.

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

Yes, many.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 14E

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 28

86. Height 6'0"

87. Weight 160 lbs

88. Gender

☒ Male ☐ Female

89. Do you wear corrective lenses?

☒ Yes ☐ No

90. Were you wearing your corrective lenses during this flight?

☒ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____ N/A

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☒ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic☐ Other _____ ☒ None

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

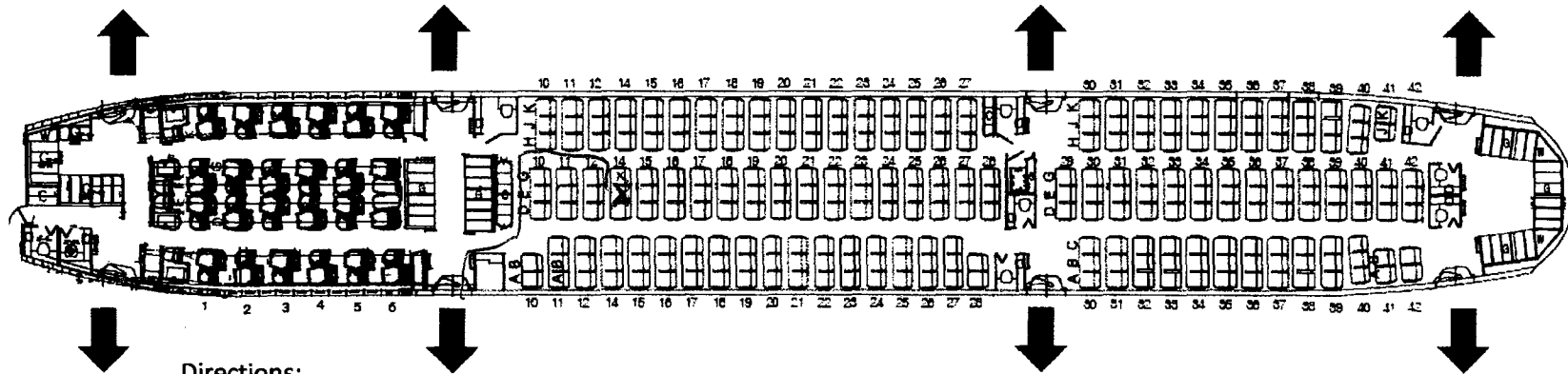
This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 14F

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions.** Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☒ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☐ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☒ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: Wasn't anything different from what I have heard.

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☒ Yes ☐ No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

Sat straight up since I didn't know we were about to crash.

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please *No time to do anything else*

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☒ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☐ Behind me ☒ Left of me ☒ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☒ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☒ As I traveled down the aisle

☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☒ Yes ☒ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? U/A

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☐ one bag ☒ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☒ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☒ Under seat ☒ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☒ Carried into raft/out wing ☐ Took with me onto rescue boat
☐ Other _____

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☐ No ☒ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☒ Yes ☐ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☐ Yes ☒ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No

56. Were you seated with your companion(s)?

☐ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☐ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall
64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No
65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall
67. At the time, did you know why an evacuation was necessary?
☒ Yes ☐ No
68. Did the flight attendants give you any instructions just prior to the evacuation?
☐ Yes ☐ No ☐ Not enough time ☒ Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☐ Yes ☐ No ☐ Not enough time ☒ Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing
71. Describe the flight attendants' instructions?
-
-
-

72. Did you remove your shoes during the evacuation?
☐ Yes ☒ No **If no skip to item 74**
73. Why did you remove your shoes?
☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____
74. How did the crew aid in your evacuation? (Check all that apply)
☐ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☒ Other Don't remember
75. Did the crew assign you any duties?
☐ Yes ☒ No
If yes, what were you asked to do and did you do the task.
-
-
-

Injury

76. Did you sustain any injuries **prior to** the evacuation?
☐ Yes ☒ No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
-
-
-

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☐ Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☐ Other _____

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☐ Strain
☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation
☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital?

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

Some were injured - saw outside of plane were being taken to hospital.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 17K

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 19

86. Height 5'9"

87. Weight 155

88. Gender

☒ Male ☐ Female

89. Do you wear corrective lenses?

☒ Yes ☐ No

90. Were you wearing your corrective lenses during this flight?

☒ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☒ 1 to 2 flights per year ☐ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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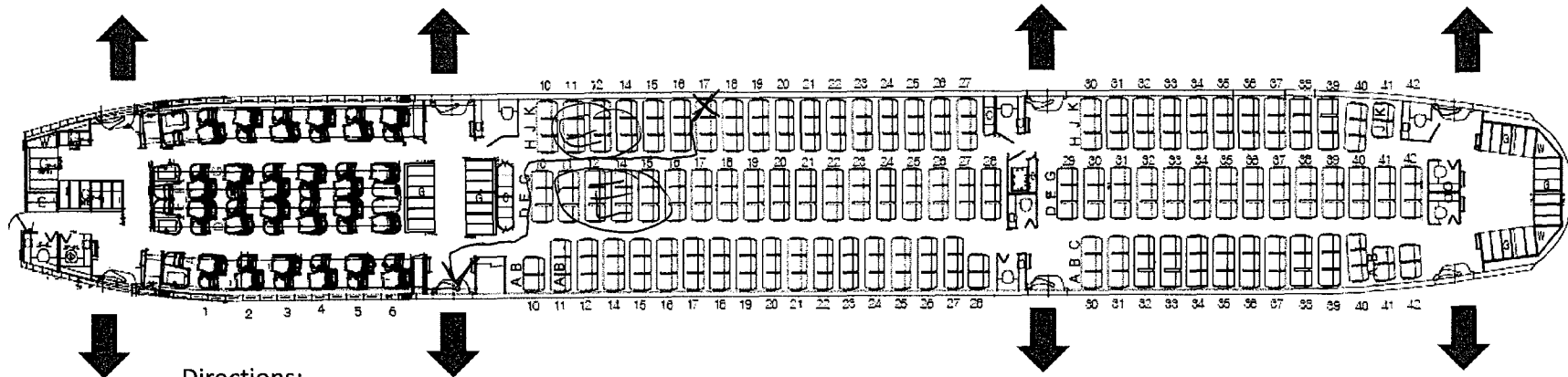
This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 17K

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions.** Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☐ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☒ All ☐ 75% ☐ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☒ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☐ Yes ☒ No

(if No, what is your primary language? Vietnam)

6. Did the pre-flight safety presentation help during the evacuation?

☒ Yes ☐ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

☒ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☐ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☒ Yes ☐ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

None

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

Normal seating

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please _____

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☒ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☐ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☐ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☒ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle

☒ Other Follow my husband

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? 14A

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ One bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☒ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☐ Under seat ☒ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other _____

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☒ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No

56. Were you seated with your companion(s)?

☐ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☐ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☒ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☐ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☒ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall
64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No
65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☐ Personal Decision ☒ Can't recall
67. At the time, did you know why an evacuation was necessary?
☐ Yes ☒ No
68. Did the flight attendants give you any instructions just prior to the evacuation?
☐ Yes ☒ No ☐ Not enough time ☐ Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☒ Yes ☐ No ☐ Not enough time ☐ Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing
71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?
☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?
☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)
☐ No aid ☒ Indicated the exits in use ☐ Shouted instructions ☒ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?
☐ Yes ☒ No
If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries **prior to** the evacuation?
☒ Yes ☐ No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☒ Yes ☐ No

If yes, describe the injuries and how they occurred

strain leg

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☐ Other _____

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain
☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation
☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital? NO

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

on the ground

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.

The doors are indicated by large arrows.

83. Seat Number 20 J

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 38

86. Height 5'3

87. Weight 125

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☐ Yes ☒ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☒ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☒ Other NO

94. How often do you travel by air?

☐ First flight ☒ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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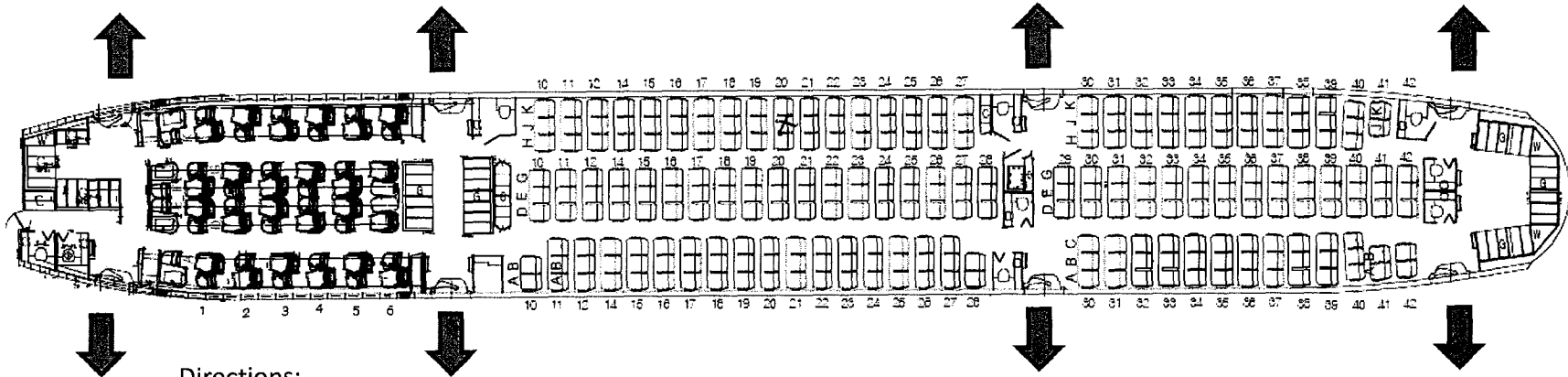
OMB Control # 3147-0024 Exp. 2/28/2014

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 20J

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

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If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☐ Video ☐ Audio **Don't remember**

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☐ 50% ☐ 25% ☐ None **NA**

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply). **NA**

☐ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation? **NA**

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☐ No

Explain: **See item #1**

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☐ No

Explain: see item #1

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☐ Did not read

I do not remember

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☐ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand

☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☐ Yes ☐ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position
12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

I wasn't expecting an impact but once the plane hit the ground, I tried to brace myself as best I could. I don't remember this exactly.

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me

☐ Previous knowledge ☒ Other, please see item #13

Emergency Exit
15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation

☐ During the evacuation ☒ While walking on the plane

16. Where did you look for an exit? (Check all that apply)

☐ In front of me ☐ Behind me ☐ Left of me ☐ Right of me

☒ Looked all around

17. Were you seated in an emergency exit row?

☐ Yes ☒ No If no skip to item 20

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☐ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle

☒ Other **when people started to move off the airplane**

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions? **NA**

☐ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? **NA**

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?
☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?
☐ Yes ☒ No

36. Where did you store your:

Purse: (backpack)	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input checked="" type="checkbox"/> Other
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input checked="" type="checkbox"/> Other
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other

in seat pocket in front of me

37. Did you attempt to take any carry-on items with you during the evacuation?
☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☒ Other

because no one was moving for over a minute I chose to take my backpack with my passport in it.

39. Where were the items stored?

☒ Under seat ☐ Overhead bin ☐ Closet ☐ Other

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☒ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☒ Yes ☐ No

If yes, describe *The doors weren't opened for at least 90 seconds after impact. People started moving towards the exits but couldn't get off, as far as I know.*

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☒ Yes ☐ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

but there was some panic

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☒ Other *Significant other*

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No *NA*

56. Were you seated with your companion(s)?

☒ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☐ None of the above

☒ Other *the doors did not open for over 90 seconds.*

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☐ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☒ Can't recall

64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?
☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?
☒ Yes ☐ No ☐ Not enough time ☐ Can't recall

Said to stay in seat

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☐ Yes ☐ No ☐ Not enough time ☒ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

71. Describe the flight attendants' instructions? **NA**

72. Did you remove your shoes during the evacuation?
☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?
☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)
☐ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☒ Other **not that I know of**

75. Did the crew assign you any duties?
☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injuries

76. Did you sustain any injuries prior to the evacuation?
☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

My head. Also, my whole body was jolted by the crash.

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☐ Leg ☐ Arm ☐ Back ☐ Face ☒ Head ☒ Other See item #76

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain

☐ Burn ☒ Abrasions (Lacerations & Bruises) ☒ Smoke inhalation

☒ Other my whole body was impacted by the sudden crash.

81. Were you transported to a hospital? If yes, how and which

hospital? yes, by ambulance to Stanford

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

yes, a lot.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 14G

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 26

86. Height 5'6"

87. Weight 130lbs

88. Gender

☐ Male ☒ Female

89. Do you ~~wear~~ corrective lenses?

☐ Yes ☒ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☒ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

93. Prior to departure, was your ability to evacuate affected by any of the following?

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

94. How often do you travel by air?
☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☒ 3 to 6 flights per year
☐ More than 6 flights per year

95. Aviation Experience

95. Aviation Experience ☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic
☐ Other _____ ☒ None

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

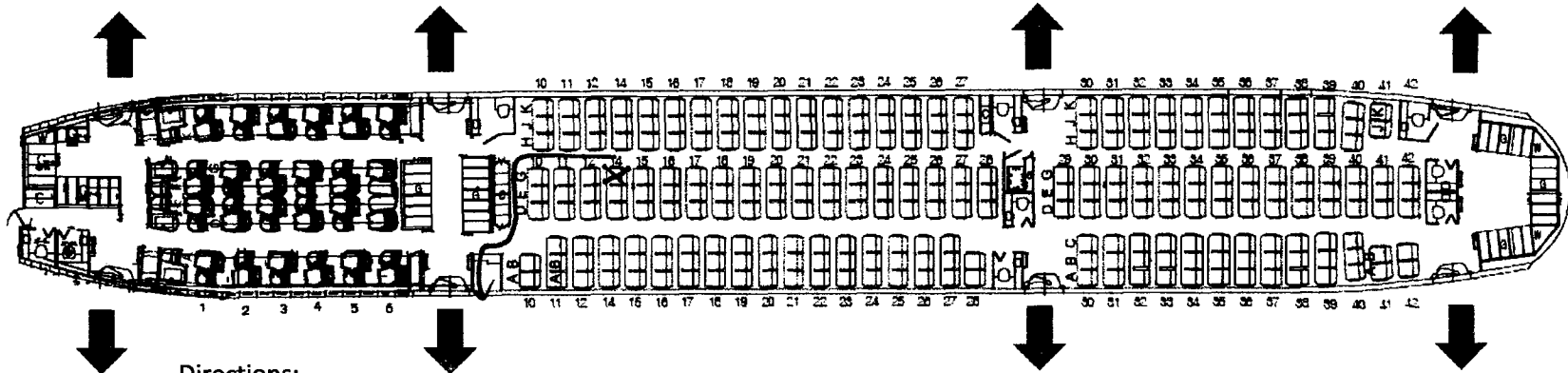
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Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 14G

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions.** Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☒ All ☐ 75% ☐ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☐ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☐ Yes ☒ No

(if No, what is your primary language? Vietnam)

6. Did the pre-flight safety presentation help during the evacuation?

☒ Yes ☐ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain: _____

8. When did you read the safety instruction card in the seatback in front of you?

☒ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☐ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand

☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☒ Yes ☐ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

No, normal seating

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me

☐ Previous knowledge ☒ Other, please _____

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☒ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation

☐ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☐ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☒ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☐ As I traveled down the aisle

☒ Other Follow my parent

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☐ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? NA

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☒ one bag ☐ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☐ Yes ☒ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☐ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other parent take carry off

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☒ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No

56. Were you seated with your companion(s)?

☐ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☐ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☒ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?

☒ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?

☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?

☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?

☐ Pilot ☐ Flight Attendant ☒ Other Passenger ☐ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?

☐ Yes ☒ No

68. Did the flight attendants give you any instructions just prior to the evacuation?

☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?

☒ Yes ☐ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?

☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?

☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)

☐ No aid ☒ Indicated the exits in use ☐ Shouted instructions ☒ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation.

hit on the right side of the head

77. Did you sustain any injuries **during** the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

head

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☐ Leg ☐ Arm ☐ Back ☐ Face ☒ Head ☐ Other _____

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain
☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation
☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital? NO

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

yes, on the ground

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 20K

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 7

86. Height 3'8

87. Weight 31

88. Gender

☒ Male ☐ Female

89. Do you wear corrective lenses?

☐ Yes ☒ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☒ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☒ Other NA

94. How often do you travel by air?

☐ First flight ☒ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

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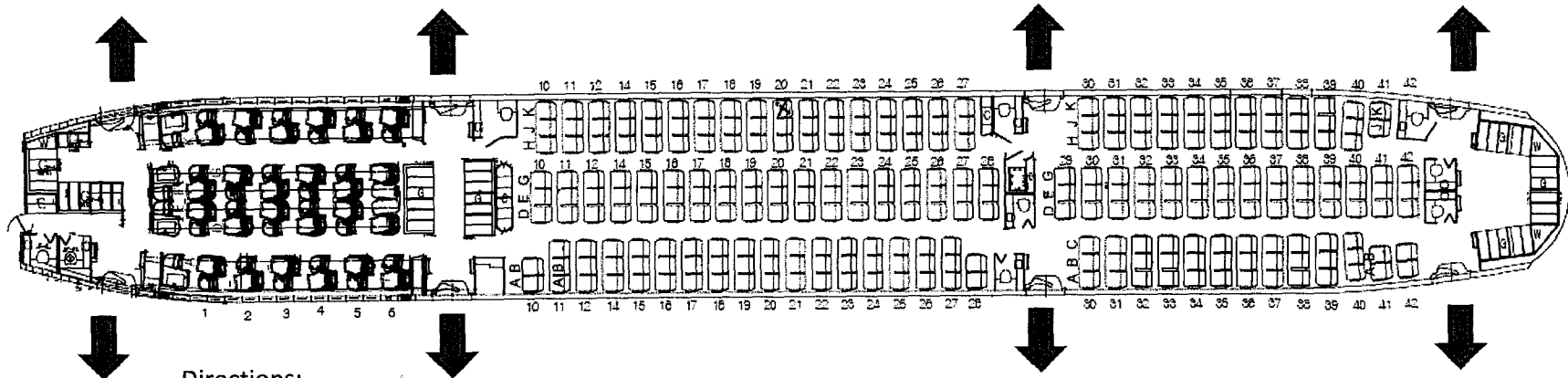
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Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 20K

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

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If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

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Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☒ All ☐ 75% ☐ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☐ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☐ Yes ☒ No

(if No, what is your primary language? Vietnam)

6. Did the pre-flight safety presentation help during the evacuation?

☒ Yes ☐ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain: It is something you do, during the plane as left
the airport.

8. When did you read the safety instruction card in the seatback in front of you?

☒ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☐ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other _____

10. Did the safety card information help you in the evacuation?

☒ Yes ☐ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

NO

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

NO, DON'T KNOW WHAT IS HAPPEN.

14. Why did you choose this position?

☐ Flight attendant instruction ☒ Looked at safety briefing card ☐ Copied people around me
☒ Previous knowledge ☐ Other, please _____

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☒ During boarding ☒ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☒ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☐ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No **If no skip to item 20**

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☒ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☒ As I left my seat ☐ As I traveled down the aisle

☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☒ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☒ Yes ☐ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? drop down the wing

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☐ one bag ☐ 2 bags ☒ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☒ Yes ☐ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☐ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☒ Clothes ☒ Camera ☒ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☐ Under seat ☒ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☒ Other take with me

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☒ No ☐ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☐ Yes ☒ No

If yes, describe _____

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☐ Yes ☒ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☒ No ☐ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☒ Spouse ☐ Baby (Under 2 yrs.) ☒ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☒ No

56. Were you seated with your companion(s)?

☒ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☒ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☐ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☐ Agree ☒ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☒ Yes, Very Tight ☐ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall
64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No
65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☐ Personal Decision ☒ Can't recall
67. At the time, did you know why an evacuation was necessary?
☐ Yes ☒ No
68. Did the flight attendants give you any instructions just prior to the evacuation?
☐ Yes ☒ No ☐ Not enough time ☐ Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☒ Yes ☐ No ☐ Not enough time ☐ Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing
71. Describe the flight attendants' instructions?

72. Did you remove your shoes during the evacuation?
☐ Yes ☒ No **If no skip to item 74**

73. Why did you remove your shoes?
☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)
☐ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☒ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☒ Opening exits ☐ Other _____

75. Did the crew assign you any duties?
☐ Yes ☒ No
If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?
☐ Yes ☒ No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☐ No

If yes, describe the injuries and how they occurred

Scrt R. 3rd hand

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☐ Leg ☒ Arm ☐ Back ☐ Face ☐ Head ☐ Other _____

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain

☐ Burn ☐ Abrasions (Lacerations & Bruises) ☐ Smoke inhalation

☐ Other _____

81. Were you transported to a hospital? If yes, how and which hospital? NO

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

yes, back pain, cut, on the ground.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 20 H

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 41

86. Height 5'5

87. Weight 120

88. Gender

☒ Male ☐ Female

89. Do you wear corrective lenses?

☐ Yes ☒ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☒ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

☐ Other _____

94. How often do you travel by air?

☐ First flight ☒ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

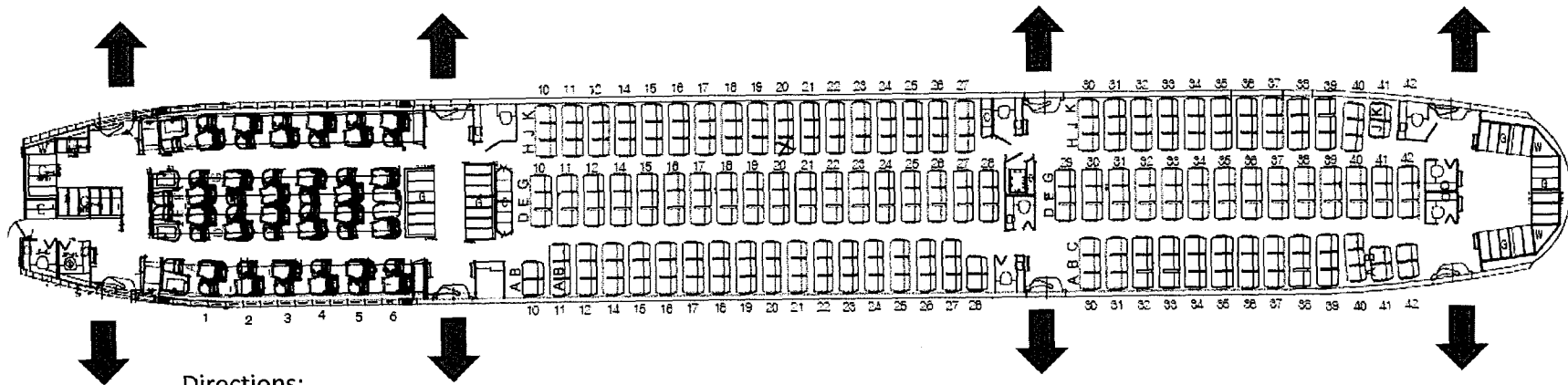
OMB Control # 3147-0024 Exp. 2/28/2014

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 20H

Example: 24D

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at [REDACTED] or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to [REDACTED]. Please contact the NTSB via the email address provided above, or via telephone at [REDACTED] if you have any questions.** Thank you for your assistance in this investigation.

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☐ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☒ 75% ☐ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☐ Other _____

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☐ Yes ☒ No

(if No, what is your primary language? KOREAN)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain:

Only watching video tape doesn't help much when
an real situation occurs.

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☐ Yes ☒ No

Explain:

I know it's important, but do not recall whether any attendants mentioned to watch it carefully.

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand
☐ Not important ☐ Other

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain:

knowledge is different with experience.

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Not overall overview.

specify which exits to use, which path to go, depending on seat location.

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

No. No instruction or any warning whatsoever.
it came suddenly without any announcement.

14. Why did you choose this position?

☐ Flight attendant instruction ☐ Looked at safety briefing card ☐ Copied people around me
☐ Previous knowledge ☒ Other, please

No ~~pre~~ warning

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☒ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation
☐ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☐ In front of me ☒ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No If no skip to item 20

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☐ Yes ☒ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☒ As I left my seat ☐ As I traveled down the aisle

☐ Other _____

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☒ It was the only available exit

☐ The other exit was blocked ☐ I followed other passengers ☐ It was the closest exit

☐ Other _____

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☐ Yes ☒ No

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No

31. Did you select an exit and then change your mind?

☒ Yes ☒ No

If yes, explain

all exist right side (closest to my seats) are blocked due to explosion of slides internally. I had to evacuate through left side

32. If you used an over-wing exit, how did you get off the wing? _____

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☐ one bag ☒ 2 bags ☐ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input checked="" type="checkbox"/> Other <u>hold.</u>
Briefcase:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other
Computer:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other
Suitcase 1:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other
Suitcase 2:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input checked="" type="checkbox"/> Not applicable	<input type="checkbox"/> Other

37. Did you attempt to take any carry-on items with you during the evacuation?

☒ Yes ☒ No

If no, skip to item 40

38. What items did you need to take? passport

☐ Medicines ☒ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other

39. Where were the items stored?

☐ Under seat ☐ Overhead bin ☐ Closet ☐ Other hold at hands

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☒ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☐ Other

wrote immigrant cards just before landing so holding all documents w/ me

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☐ No ☒ Don't know

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☐ No ☒ Don't know

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☒ Yes ☐ No

If yes, describe luggages were fell down to aisle from over the cabins

45. Did you climb over any seats during the evacuation?

☒ Yes ☐ No If yes, describe

front/back right exists were blocked since slides exploded inside.
I had to go to left exists but there was no path, seats were blocked in the middle.

46. Did you see anyone climb over the seats?

☒ Yes ☐ No

47. Did you see any passengers pushing other passengers?

☐ Yes ☒ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☐ Yes ☒ No

If yes, explain why they were moving slowly.

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☐ Yes ☒ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☐ Spouse ☐ Baby (Under 2 yrs.) ☐ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☐ No

56. Were you seated with your companion(s)?

☐ Yes ☐ No

57. Did you evacuate with your traveling companion(s)?

☐ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☒ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☐ None of the above
☒ Other partition wall between seats in business class

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall
64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No
65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☒ Other Passenger ☐ Personal Decision ☐ Can't recall
67. At the time, did you know why an evacuation was necessary?
☒ Yes ☐ No *passenger in front of me shouted "Fire"*
68. Did the flight attendants give you any instructions just prior to the evacuation?
☐ Yes ☒ No ☐ Not enough time ☐ Can't recall
69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☐ Yes ☐ No ☐ Not enough time ☒ Can't recall
70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

71. Describe the flight attendants' instructions?

*Be seated! The plane stopped. Do not move until pilots say something.
This instruction was broken when a passenger shouted "Fire!"*

72. Did you remove your shoes during the evacuation?

☒ Yes ☐ No *If no skip to item 74*

73. Why did you remove your shoes?

☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☒ Other *did not wear at landing.
shoes were lost.*

74. How did the crew aid in your evacuation? (Check all that apply)

☐ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☒ Opening exits ☐ Other

but I didn't see who.

75. Did the crew assign you any duties?

☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.

Injury

76. Did you sustain any injuries prior to the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

knee (ligament surgery)

Hard to run or climb

77. Did you sustain any injuries **during** the evacuation?

☒ Yes ☐ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

back pain, shoulder, But during evacuation I don't recall
neck

78. Did you sustain any injuries **after** the evacuation?

☒ Yes ☐ No

If yes, describe the injuries and how they occurred

knee & back/neck pains

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☐ Arm ☒ Back ☐ Face ☐ Head ☒ Other neck

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain
☐ Burn ☐ Abrasions (Lacerations & Bruises) ☒ Smoke inhalation
☐ Other

81. Were you transported to a hospital? If yes, how and which hospital? No

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

Yes

Some bleeding

Some complain about lungs, bones

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 6K

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 44

86. Height 5'7"

87. Weight 200 lb

88. Gender

☒ Male ☐ Female

89. Do you wear corrective lenses?

☐ Yes ☒ No

90. Were you wearing your corrective lenses during this flight?

☐ Yes ☐ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☒ Injury or recent surgery
☐ Other _____

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☒ 3 to 6 flights per year
☐ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic
☐ Other _____ ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

1. No warning during landing
2. After first hit (I guess hit by tail), I heard the engine right side increased rpm. [yes. I heard it clearly since my seat is right next to the engine]. I thought the pilot increased the engine power after the first ~~touch~~ touch to go around. (I have experienced it once 7 yrs ago) But the plane went inclined left, which I thought never happens for "go-around". Later, after I watched a video clip and learned why; right engine was engaged but left

engine ~~was~~ fallen off, so the plane ^{was} inclined to ~~the~~ left.

What if it went a bit longer? It should have been upside down; wondered why pilots ~~did~~ not know the tails were gone already when they increased the engine power.

3. Oxygen mask fell down during landing. Right after the plane stopped moving, a passenger tried to put it on, and said nothing came out. Apparently it seems not working.

For me, at 6K, the oxygen mask ^{seat} location was actually at rows of 5; Impossible to reach it unless I stand up and lean toward the front seat.

So I could not try to put it on. In the end,

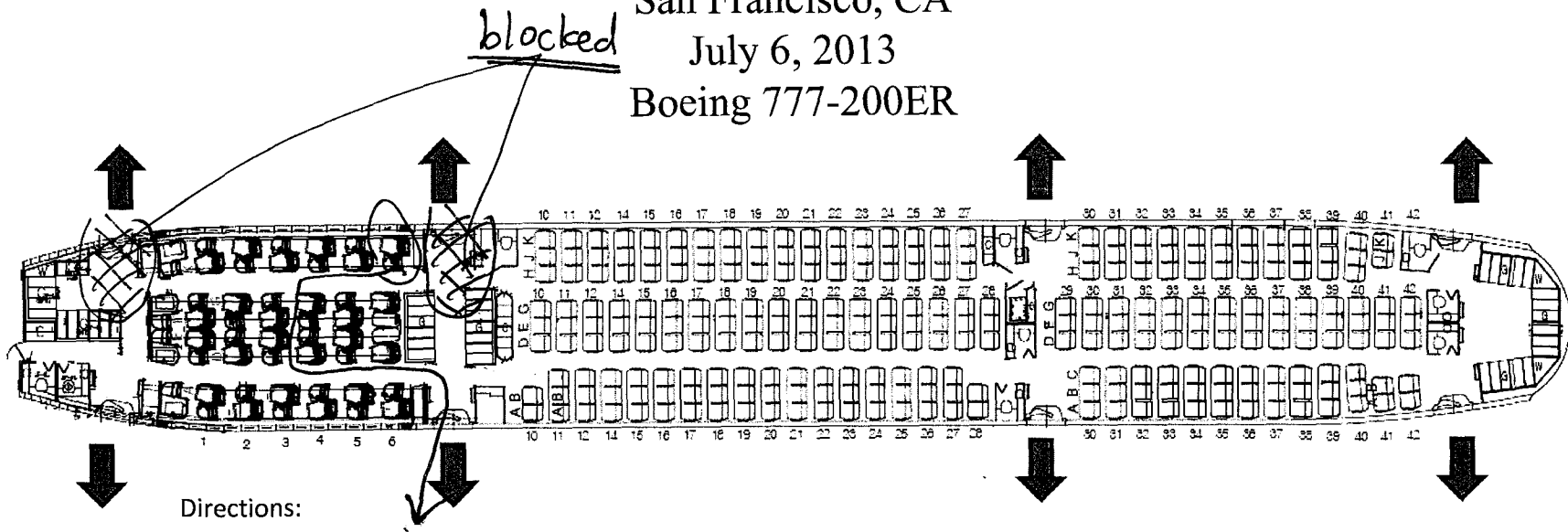
I inhale all the smoke leaking from the right engine outside. (my seat is just next to the detached right engine)

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

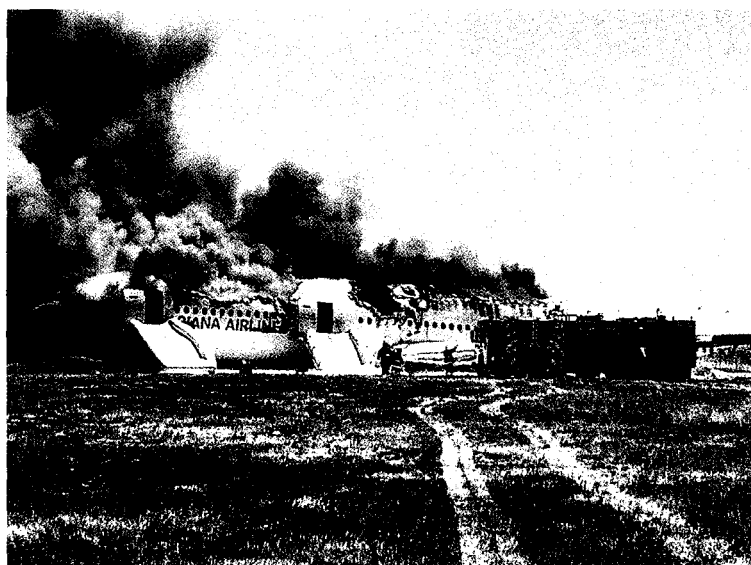
Example: X

2. Write the seat where you were seated: 6K

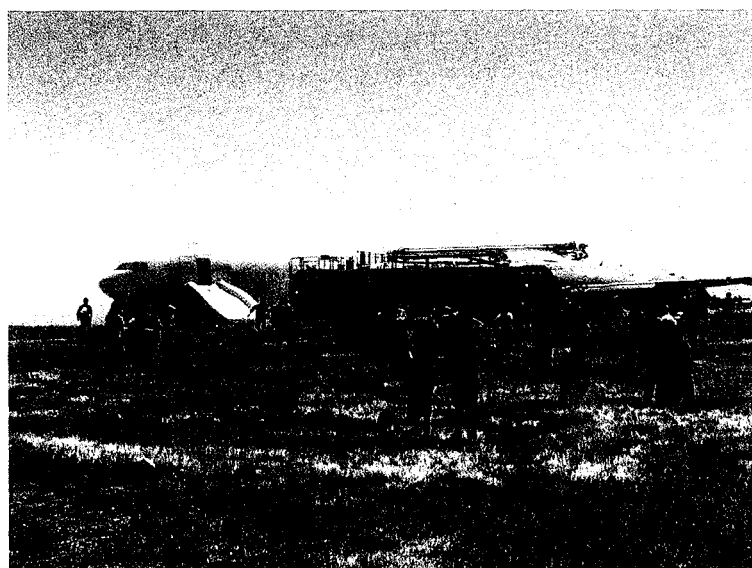
Example: 24D



IMG_0271



IMG_0272



IMG_0267



IMG_0277

**National Transportation Safety Board
Washington D.C. 20594**

PASSENGER QUESTIONNAIRE

The mission of the National Transportation Safety Board is to prevent accidents and save lives in transportation. We are tasked with investigating transportation accidents, determining the probable cause, and making recommendations to prevent them from happening again. To accomplish our mission, the NTSB finds it helpful to contact the passengers on board airplanes involved in accidents or incidents and attempt to document their experiences. It is with this purpose in mind that we are asking you to complete this questionnaire.

If you do not remember or do not feel comfortable answering any of the questions, please leave the question blank. The NTSB may contact you for additional information, if it determines requesting more information from you would be helpful to the investigation. Some questions at the end of this questionnaire request personal information, such as whether you consumed alcohol or wear corrective lenses for eyesight. Please note the NTSB is not an agency charged with enforcing any criminal or civil laws or related regulatory requirements. The NTSB's use of your responses to the questions on this document will be for the sole purpose of improving transportation safety.

The NTSB may make completed questionnaires available to the public in its public docket for this investigation, in accordance with its obligation to release accident reports. However, the NTSB will redact all identifying information from each questionnaire prior to such release.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions and answer the questions. **Please return this questionnaire to Jason Fedok, NTSB Survival Factors Investigator, via email at fedokj@ntsb.gov, or via postal mail or carrier at 490 L'Enfant Plaza East, SW Washington D.C. 20594. In addition, you may send the questionnaire via fax to (571) 366-9655. Please contact the NTSB via the email address provided above, or via telephone at (202) 314-6645 if you have any questions. Thank you for your assistance in this investigation.**

Safety Briefing

1. How were the preflight safety instructions presented? (Check all that apply)

☒ Flight Attendant ☒ Video ☐ Audio

2. How much of the preflight Safety Presentation did you watch?

☐ All ☐ 75% ☒ 50% ☐ 25% ☐ None

If All, go to question 4

3. Indicate why you did not watch the whole presentation (check all that apply).

☒ Seen it before ☐ Obstructed view ☐ Distracted by child ☐ Distracted by other person
☐ It's basic knowledge ☐ Listening to music/audio tapes ☐ Reading ☐ Sleeping ☐ Too long
☒ Other *This was our connecting flight with the same airline.*

4. How well could you hear the presentation?

☒ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear

5. Is English your primary language?

☒ Yes ☐ No

(if No, what is your primary language? _____)

6. Did the pre-flight safety presentation help during the evacuation?

☐ Yes ☒ No

Explain: _____

7. Did anyone tell you listening to the pre-flight safety presentation was important?

☒ Yes ☐ No

Explain: _____

I don't recall

8. When did you read the safety instruction card in the seatback in front of you?

☐ Prior to flight ☐ During pre-flight briefing ☐ In-flight ☒ Did not read

If you read the safety card skip to item 10

9. Why did you not read the safety card?

☒ Read it before ☐ Could not find ☐ Was not there ☐ Could not understand

☐ Not important

☒ Other

In the past 3 weeks, we had been on 5 other flights

10. Did the safety card information help you in the evacuation?

☐ Yes ☒ No

Explain: _____

11. If you believe any of the pre-flight presentation or safety card could have been more helpful, what suggestions would you make for improving the presentation or safety card?

Brace Position

12. Were you instructed to brace for impact?

☐ Yes ☒ No

13. Did you brace for impact? (Describe position)

No, There was no indication we needed to

14. Why did you choose this position?

☐ Flight attendant instruction

☐ Looked at safety briefing card

☐ Copied people around me

☐ Previous knowledge

☒ Other, please

Did not brace

Emergency Exits

15. When did you look for the emergency exit(s) closest to your seat?

☐ During boarding ☐ During the pre-flight briefing ☐ After the preflight briefing but before the evacuation

☒ During the evacuation

16. Where did you look for an exit? (Check all that apply)

☒ In front of me ☒ Behind me ☐ Left of me ☐ Right of me

17. Were you seated in an emergency exit row?

☐ Yes ☒ No If no skip to item 20

18. Did you receive any pre-flight instructions on your responsibilities in case of an evacuation?

☐ Yes ☐ No

19. Did you receive a personal briefing by a flight attendant on your emergency exit responsibilities?

☐ Yes ☐ No

20. Did you read the instructions for operating the exit?

☐ Yes ☐ No

21. Did you open, or attempt to open, an exit yourself?

☐ Yes ☒ No **If no, skip to item 24**

22. What caused you to open the exit?

☐ Flight attendant ☐ P.A. announcement ☐ Personal assessment ☐ Other _____

23. Did you have any difficulties opening the exit?

☐ Yes ☐ No

Explain: _____

24. Did you use this exit?

☒ Yes ☐ No

25. When did you decide which exit to use?

☐ Before the evacuation order was given ☐ As I left my seat ☒ As I traveled down the aisle

☐ Other _____

towards where people were exiting.

26. For what reasons did you choose this exit? (Check all that apply)

☐ I was called to the exit ☐ I was directed by cabin staff ☐ It was the only available exit

☐ The other exit was blocked ☒ I followed other passengers ☒ It was the closest exit

☒ Other *it was where people were exiting.*

27. Were you directed away from a specific exit?

☐ Yes ☒ No

28. Were you directed toward a specific exit?

☐ Yes ☒ No

29. Did you follow these directions?

☐ Yes ☐ No *No ~~not~~ directions given.*

30. Did you pass a usable exit at the direction of a flight attendant?

☐ Yes ☒ No *No flight attendant where we were.*

31. Did you select an exit and then change your mind?

☐ Yes ☒ No

If yes, explain _____

32. If you used an over-wing exit, how did you get off the wing? *sat and slid down*

33. If you opened an over-wing exit, did you place the exit door inside the aircraft?

☐ Yes ☐ No ☒ Not Applicable

Carry-on Baggage

34. Did you have carry-on baggage (count purse, computers, backpack etc. each as one item)?

☐ No ☐ one bag ☒ 2 bags ☒ 3 bags ☐ more than 3 bags

35. Did you have to gate check a bag you were planning to carry on?

☐ Yes ☒ No

36. Where did you store your:

Purse:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Briefcase:	<input type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Computer:	<input checked="" type="checkbox"/> Under seat	<input type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 1:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____
Suitcase 2:	<input type="checkbox"/> Under seat	<input checked="" type="checkbox"/> Overhead bin	<input type="checkbox"/> Closet	<input type="checkbox"/> Not applicable	<input type="checkbox"/> Other _____

37. Did you attempt to take any carry-on items with you during the evacuation?

☐ Yes ☒ No

If no, skip to item 40

38. What items did you need to take?

☐ Medicines ☐ Money/wallet/credit cards ☐ Car/House key ☐ Clothes ☐ Camera ☐ Computer
☐ Job related items ☐ Sentimental items ☐ Other _____

39. Where were the items stored?

☐ Under seat ☐ Overhead bin ☐ Closet ☐ Other _____

40. What happened to any carry-on bags you took with you during the evacuation?

☐ Taken by flight attendant ☐ Placed in a seat ☐ Returned to overhead bin
☐ Dropped to floor ☐ Carried into raft/out wing ☐ Took with me onto rescue boat
☐ Other _____

41. Did other passengers attempt to take carry-on items?

☒ Yes ☐ No ☐ Don't know

42. Did passengers retrieving carry-on luggage slow the evacuation?

☐ Yes ☒ No ☐ Don't know

most passengers already had carry-on in hand if they had carry-on

43. Did passengers argue with flight attendants over retrieving carry-on luggage during the evacuation?

☐ Yes ☒ No ☐ Don't know

no flight attendants around in our area

Passenger Behavior

44. Did you experience any delay in getting into the aisle?

☒ Yes ☐ No

If yes, describe light panel obstructed part of the aisle.

45. Did you climb over any seats during the evacuation?

☐ Yes ☒ No If yes, describe _____

46. Did you see anyone climb over the seats?

☒ Yes ☐ No

my kids had to climb over from window seat to get to the aisle.

47. Did you see any passengers pushing other passengers?

☒ Yes ☐ No

48. Did you get pushed?

☐ Yes ☒ No

49. Did you push anyone?

☐ Yes ☒ No

50. Were there any disputes among passengers during the evacuation?

☐ Yes ☐ No ☒ Don't know

51. Did you have to wait behind slow moving passengers (i.e. was the passenger in front of you moving slower than the line to the exit)?

☒ Yes ☐ No

If yes, explain why they were moving slowly.

*had to climb onto the wing and the fire retardant made everything slippery.
The exit also had a jam due to multiple aisles converging to leave.*

52. Did you consider another exit because of slow moving lines?

☐ Yes ☒ No

53. Were you traveling with anyone?

☒ Yes ☐ No **If no skip to item 58**

54. With whom were you traveling? (Check all that apply)

☒ Spouse ☐ Baby (Under 2 yrs.) ☒ Young child (2-10 yr.) ☐ Coworker ☐ Friend ☐ Other _____

55. If you were traveling with a child, were you using a child safety seat?

☐ Yes ☒ No

56. Were you seated with your companion(s)?

☐ Yes ☒ No *I was seated across the aisle from my companions.*

57. Did you evacuate with your traveling companion(s)?

☒ Yes ☐ No

58. Did any of the following slow your movement during the evacuation? (Check all that apply)

☐ Seat tray ☐ Seatback in front of you ☐ Galley ☐ Bulkhead (Walls dividing cabin into sections)
☐ Flight attendant seats ☐ Galley items (Soda cans, carts) ☐ Luggage fallen from overhead bins
☐ Luggage passengers tried to take off plane ☐ Footrest ☐ Child Safety Seat ☐ Shoes ☐ Blankets
☐ Headsets ☐ Broken cabin interior ☐ Overhead bins ☐ Curtains ☐ None of the above
☐ Other _____

Please provide your opinion about the evacuation by indicating whether you agree or disagree with the following statements:

59. Other passengers in general were cooperative during the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☐ Strongly Agree

60. My physical size assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☐ Neutral ☒ Agree ☒ Strongly Agree

61. My physical condition assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

62. My age assisted me in the evacuation.

☐ Strongly Disagree ☐ Disagree ☒ Neutral ☐ Agree ☐ Strongly Agree

Seat Belt Usage

63. Was your seat belt fastened prior to the evacuation?
☐ Yes, Very Tight ☒ Yes, Moderately Tight ☐ Yes, Loose ☐ No ☐ Can't recall

64. Did you have any difficulties unfastening your seat belt?
☐ Yes ☒ No

65. Did unfastening your seat belt slow down your evacuation of the aircraft?
☐ Yes ☒ No ☐ Seatbelt was not buckled

Communication

66. Who first informed you that an evacuation was necessary?
☐ Pilot ☐ Flight Attendant ☐ Other Passenger ☒ Personal Decision ☐ Can't recall

67. At the time, did you know why an evacuation was necessary?
☒ Yes ☐ No

68. Did the flight attendants give you any instructions just prior to the evacuation?
☐ Yes ☒ No ☐ Not enough time ☐ Can't recall *no flight attendant*

69. Did the flight attendants go through the cabin prior to landing to prepare for the evacuation?
☐ Yes ☒ No ☐ Not enough time ☐ Can't recall

70. Did you hear the flight attendants giving instructions during the evacuation?
☐ Heard every word ☐ Some words difficult to hear ☐ Most words difficult to hear ☒ Heard nothing

71. Describe the flight attendants' instructions?
No flight attendant was present where we sat. evacuated.

72. Did you remove your shoes during the evacuation?
☐ Yes ☒ No *If no skip to item 74*

73. Why did you remove your shoes?
☐ Flight attendant instructions ☐ I thought I had to ☐ Saw others removing shoes ☐ Other _____

74. How did the crew aid in your evacuation? (Check all that apply)
☒ No aid ☐ Indicated the exits in use ☐ Shouted instructions ☐ Directed passengers out exits
☐ Assisted passengers from seat to aircraft exits ☐ Opening exits ☐ Other _____

75. Did the crew assign you any duties?
☐ Yes ☒ No

If yes, what were you asked to do and did you do the task.
No crew

Injury

76. Did you sustain any injuries prior to the evacuation?
☒ Yes ☐ No
If yes, describe the injuries, how they occurred and the effect they had on your evacuation
some bruises & cuts on knees

77. Did you sustain any injuries **during** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries, how they occurred and the effect they had on your evacuation

78. Did you sustain any injuries **after** the evacuation?

☐ Yes ☒ No

If yes, describe the injuries and how they occurred

79. Describe the location of injuries suffered?

☐ Wrist ☐ Ankle ☒ Leg ☐ Arm ☐ Back ☐ Face ☐ Head ☒ Other After the accident, the whole body was stiff and sore.

80. Description of injuries suffered? (Check all that apply)

☐ Sprain ☐ Fracture ☐ Concussion ☐ Broken Back ☐ Dislocation ☒ Strain
☐ Burn ☒ Abrasions (Lacerations & Bruises) ☒ Smoke inhalation
☒ Other big bruises minor cuts

81. Were you transported to a hospital? If yes, how and which hospital? No

82. Did you see any other injured passengers during or after the evacuation? Please describe their location/condition.

Yes.
In the emergency exit aisle (head injury) (during evacuation)
quite a few people with head and back injuries on the other run away
after evacuation.

Your Location

The attached diagram on the last page shows the floor plan of the aircraft.
The doors are indicated by large arrows.

83. Seat Number 37 G

Please indicate the following locations on the diagram:

- If you know your exact seat position, place an "X" on that seat.
- If you are NOT SURE of your seat position place a question mark "?" on that seat.
- Position of other passengers and/or traveling companions.
- Show your route of escape (draw line from your seat to exit used).
- Indicate the empty seats in your vicinity by placing "E" on that seat.

Personal Information

84. Have you ever had to evacuate an aircraft before?

☐ Yes ☒ No

85. Age 45

86. Height 5

87. Weight 120

88. Gender

☐ Male ☒ Female

89. Do you wear corrective lenses?

☐ Yes ☒ No

90. Were you ~~wearing~~ your corrective lenses during this flight?

☐ Yes ☒ No

91. Did you lose your corrective lenses during the event that caused the evacuation?

☐ Yes ☒ No

92. Had you consumed any alcohol in the 8 hours prior the evacuation?

☐ Yes ☒ No

93. Prior to departure, was your ability to evacuate affected by any of the following:

☐ Difficulty seeing ☐ Difficulty hearing ☐ Difficulty walking or standing ☐ Injury or recent surgery

Other ☒ No

94. How often do you travel by air?

☐ First flight ☐ Less than 1 flight per year ☐ 1 to 2 flights per year ☐ 3 to 6 flights per year

☒ More than 6 flights per year

95. Aviation Experience

☐ Commercial Pilot ☐ Private Pilot ☐ Flight Attendant ☐ Aviation Mechanic

☐ Other ☒ None

Final Thoughts

Thank you for completing the above items. The Safety Board welcomes any comments on what was helpful during the evacuation and what improvements or changes to the design and operation of safety equipment you might suggest. Feel free to discuss items such as the equipment used, instructions given, crew, passengers or any other area you think is important. Use additional paper if needed.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

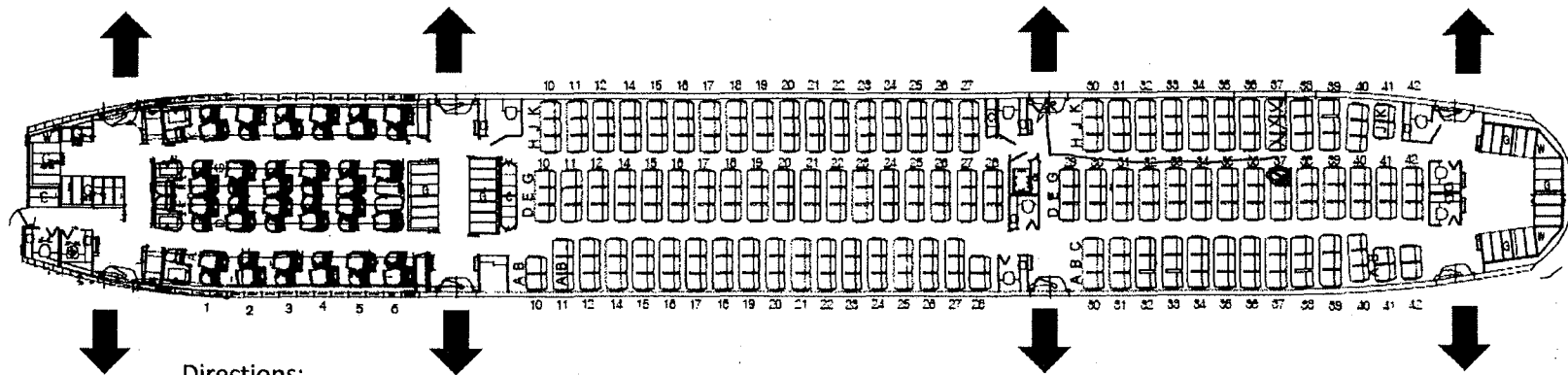
OMB Control # 3147-0024 Exp. 2/28/2014

Asiana Airlines Flight 214

San Francisco, CA

July 6, 2013

Boeing 777-200ER



Directions:

The diagram above shows the passenger seats on the airplane. The front of the airplane is oriented to the left. The arrows represent emergency exits. Please complete the items below:

1. On the diagram, please draw an "X" where you were seated, and then draw a line that shows the path and the exit you used to evacuate the airplane. If you evacuated from a hole in the airplane, please indicate that as well.

Example: X

2. Write the seat where you were seated: 37G

Example: 24D